



February 26, 2010

State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

February 26, 2010

Ms. Dozier, Director of Human Resources
Bon Appétit Management Company
100 Hamilton Avenue, Ste. 400
Palo Alto, CA 94301
patricia.dozier@bamco.com

Transmitted by Email

Dear Ms. Dozier:

RE: Final MONITORING VISIT REPORT for Bon Appétit Management Company– ET08-0319

Date of the Visit:	10/21/09
Beginning/Ending Time:	9:30 A.M. – 11 A.M.
Date of Last Visit:	01/27/09
Visit Location:	ETP Office in Foster City, CA
Persons in attendance:	Derrick Okubo, Administrative Subcontractor; Robert Jackson, ETP Analyst.
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	12/31/07 – 12/30/09	Agreement Amount:	\$208,800
Training Start Date:	01/15/08	No. to Retain:	150
Date Training must be Completed:	09/30/09	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	88

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

www.etp.ca.gov
ETP (04/15/05)

FINAL REPORT SUMMARY:

The Agreement was executed and training began on December 31, 2007. Your staff reported that all training was completed on September 29, 2009 which allows for the ninety-day retention period to be completed within the term ending date of the Agreement – December 30, 2009.

Bon Appetit suffered a layoff during the course of this agreement which adversely impacted the company's ability to more fully execute the training plan for the originally indentified trainees.

A total of 8,758 training hours that meet ETP's minimum twenty-four hour requirement have been tracked on ETP's tracking website by Bon Appetit. To date, Bon Appetit has received six payments totaling 101,412.75. Provided ETP's terms and conditions are met, the tracked training hours represent a potential total reimbursement estimated to be \$131,370 which is an estimated 92 percent of the original funding (\$143,000) requested under this agreement. Mr. Okubo, Administrative consultant representing Bon Appetit conveyed to ETP's analyst that layoffs impacted the rate of performance.

Mr. Jackson, ETP's Analyst reminded Mr. Okubo that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement.

• ***INTERVIEW WITH THE COMPANY CONTACT, PAT DOZIER, DIRECTOR OF HUMAN RESOURCES.***

- What barriers, if any, did your company experience in implementing your ETP project?
Not enough time and resources at Bon Appetit, but management is working to adapt in the event future agreements with ETP are pursued.

- What problems, if any, did your company experience with ETP record keeping?
Having multiple responsibilities caused ETP's administration to be delayed.

- What assistance could ETP have provided that would improve the process for future Contractors?
Simplifying ETP's record keeping requirements would help. ETP provided good recommendations during the process.

- How did your company benefit from the ETP training?
With ETP's assistance Bon Appetit was able to provide training to operators that we hope to continue.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Started Training:	422	Completed Retention:	175
Dropped Following Enrollment:	4	In Retention Period:	0
Completed Minimum Hours for reimbursement:	175		
Completed Training:	175		

ATTENDANCE ROSTERS:

ETP's Analyst reviewed 1,156.6 hours or 13 percent of potentially reimbursable training hours. No additional corrections on training records were requested by ETP's Analyst.

The attendance rosters reviewed by your analyst met ETP's requirements. Please be aware that the findings that the ETP documentation is in order is based on the training records reviewed during the visit and represents only a limited sample of the training records completed to date. It is your company's responsibility to ensure that all training records are in compliance with Panel requirements.

AUDIT:

Bon Appetit will be notified in writing if this agreement is selected for an audit, conducted either at your site or by telephone. The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

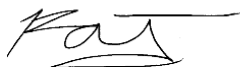
IN CLOSURE

Please contact Robert Jackson, ETP Analyst, at (650) 655-6936 or email rjackson@etp.ca.gov within ten working days if there are any questions or comments.

Sincerely,



Creighton Chan, Manager
San Francisco Bay Area Regional Office



Robert Jackson, Analyst
San Francisco Bay Area Regional Office

Cc:

Master File
Project File
Derrick Okubo, Administrative Consultant
Kulbir Mayall, Manager, Fiscal and Certification